



CHARLOTTE.

Solid Waste Services Fast Facts

For decades, the City of Charlotte's Solid Waste Services (SWS) provided curbside garbage, yard waste and bulky item collection. In January 1990, SWS began providing curbside recycling collection too. In 2010 the department moved to a new 37,361 square foot facility that houses the department as well as a detached 4,400 square-foot warehouse.

BUDGET

\$43.1 million

NUMBER OF EMPLOYEES

280

CUSTOMER SERVICE INFORMATION

NUMBER OF CUSTOMERS

750,000 residents

210,000 single-family households and 108,000 multi-family households.

PROGRAMS FOR CUSTOMERS

Solid Waste Services partners with the community through a speaker's bureau offering presentations to schools, businesses, neighborhood organizations and community groups. SWS staff coordinates with various community organizations to participate in local events such as Earth Day, Wipe Out Waste Day and the Annual Neighborhood Symposium.

ONLINE ENHANCEMENTS FOR CUSTOMERS OR OTHER CONVENIENCES

View collection days on GeoPortal system at charmeck.org.

SERVICES DELIVERED

Curb It! is Charlotte's program to provide garbage, recycling, yard waste and bulky item collection services for single family residences and multi-family communities with few than 30 units. The service is offered weekly.

Recycle It! is curbside recycling pickup offered every-other-week on the same day of collection for garbage and yard waste.

Special services include small business garbage collection and dead animal collection, street sweeping, right-of-way litter collection and illegal dump cleanup.

AWARDS AND RECOGNITION

Garbage Collection Fees Lower in Charlotte – The City of Charlotte SWS spends 32% less than the state average on refuse, recycling and yard waste collection per household.

SWS Receives 2010 City Strategy Award – SWS was selected by City Manager Curt Walton for the 2010 City Strategy Award, which recognizes the department that effectively implements the most impactful strategic project of the year. SWS won the award for service reorganization and single-stream recycling implementation. It was the department's second consecutive year to receive the award.

SWS Featured on Industry Magazine Cover – SWS was featured on the cover and an article in the February 2011 issue of Waste Advantage magazine for successful reorganization of its services.



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